

	 Weekly Report	Week Ending						
		11/14/2020	11/7/2020	Oct	Sept	August	July	Overall Total
Index	# Indexes assigned (all metrics based on the workload assigned for the week)	3,036	2,408	8,963	4,925	5,409	2,316	27,057
	# Indexes Complete	2,671	2,076	7,847	4,380	4,513	1,598	23,085
	% Indexes Complete	88.0%	86.2%	87.5%	88.9%	83.4%	69.0%	85.3%
	# Indexes unreachable (Max Attempts)	329	301	982	494	809	651	3,566
	% Indexes unreachable (Max Attempts)/(Assigned - missing phone numbers)	10.8%	12.5%	11.0%	10.0%	15.0%	28.1%	13.2%
	# Indexes Attempted calls (all completions + at least 1 attempt)	3,036	2,407	8,963	4,925	5,407	2,312	27,050
	Average time from Index Received to Index Reached	0.06:20:43	0.03:17:38	0.09:09:07	0.08:26:12	0.09:18:10	0.11:49:53	0.08:03:37
	Average Index Handle Time	0.00:09:58	0.00:10:25	0.00:10:21	0.00:11:23	0.00:10:48	0.00:10:52	0.00:10:38
	% Indexes completed within 24 hours of assignment (remove missing phone numbers from denominator)	81.0%	84.6%	81.0%	83.2%	78.4%	62.6%	78.5%
	% Indexes attempted calls within 24 hours of assignment (all completions + at least one attempt)	99.1%	99.6%	98.9%	99.5%	99.6%	99.9%	99.4%
Contacts	# contacts generated	6,652	5,480	20,718	12,680	9,540	3,326	58,396
	# contacts generated per Index Complete	2.5	2.6	2.6	2.9	2.1	2.1	2.5
	# contacts complete	4,911	4,126	16,801	11,101	8,007	2,129	47,075
	% contacts complete	73.8%	75.3%	81.1%	87.5%	83.9%	64.0%	80.6%
	# contacts unreachable (Max Attempts + missing phone numbers)	1,504	1,226	3,740	1,383	1,369	1,118	10,340
	% contacts unreachable (Max Attempts + missing phone numbers)	22.6%	22.4%	18.1%	10.9%	14.4%	33.6%	17.7%
	# contacts attempted calls (all completions + at least 1 attempt)	6,596	5,473	20,718	12,666	9,538	3,326	58,317
	Average Time from Contact Generated to Contact Reached	0.09:22:08	0.04:24:57	0.14:23:17	0.08:27:03	0.05:44:36	0.16:45:28	0.09:51:15
	Average Contact Handle Time	0.00:09:36	0.00:10:02	0.00:09:29	0.00:10:14	0.00:10:11	0.00:09:44	0.00:09:53
	% contact completed within 24 hours of receipt of contacts (remove missing phone numbers from denominator)	63.7%	74.0%	74.2%	83.1%	78.6%	61.6%	72.5%
	% contacts attempted calls within 24 hours of receipt (all completions + at least one attempt)	95.8%	99.8%	98.1%	99.1%	99.8%	99.8%	98.8%
	Average Time from receipt of initial case name to full completion of all related contacts	0.21:47:56	0.11:02:53	1.17:05:29	1.08:18:47	0.22:59:50	1.12:01:09	1.03:32:41